



06/20/2013

New CSN Advanced Communication – N47062013

Chrysler Group LLC (Chrysler) announced a Customer Satisfaction Notification (CSN) on **1999 through 2004 Jeep® Grand Cherokee** vehicles.

Chrysler intends to inspect and, if necessary, replace aftermarket trailer hitches to ensure that any sharp edges or other puncture risks from the aftermarket mounting hardware are removed, free of charge (parts and labor). The parts required for this program are currently not available. Chrysler is making all reasonable efforts to obtain the parts as quickly as possible.

Chrysler will contact dealers when the parts and repair procedure becomes available. Dealers will be notified of the launch of this customer satisfaction notification by way of established methods used in the past.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries on involved vehicles.

Customer Services Field Operations
Chrysler Group LLC